



FIG. 1A

FIG. 1

FIG. 1A
FIG. 1B

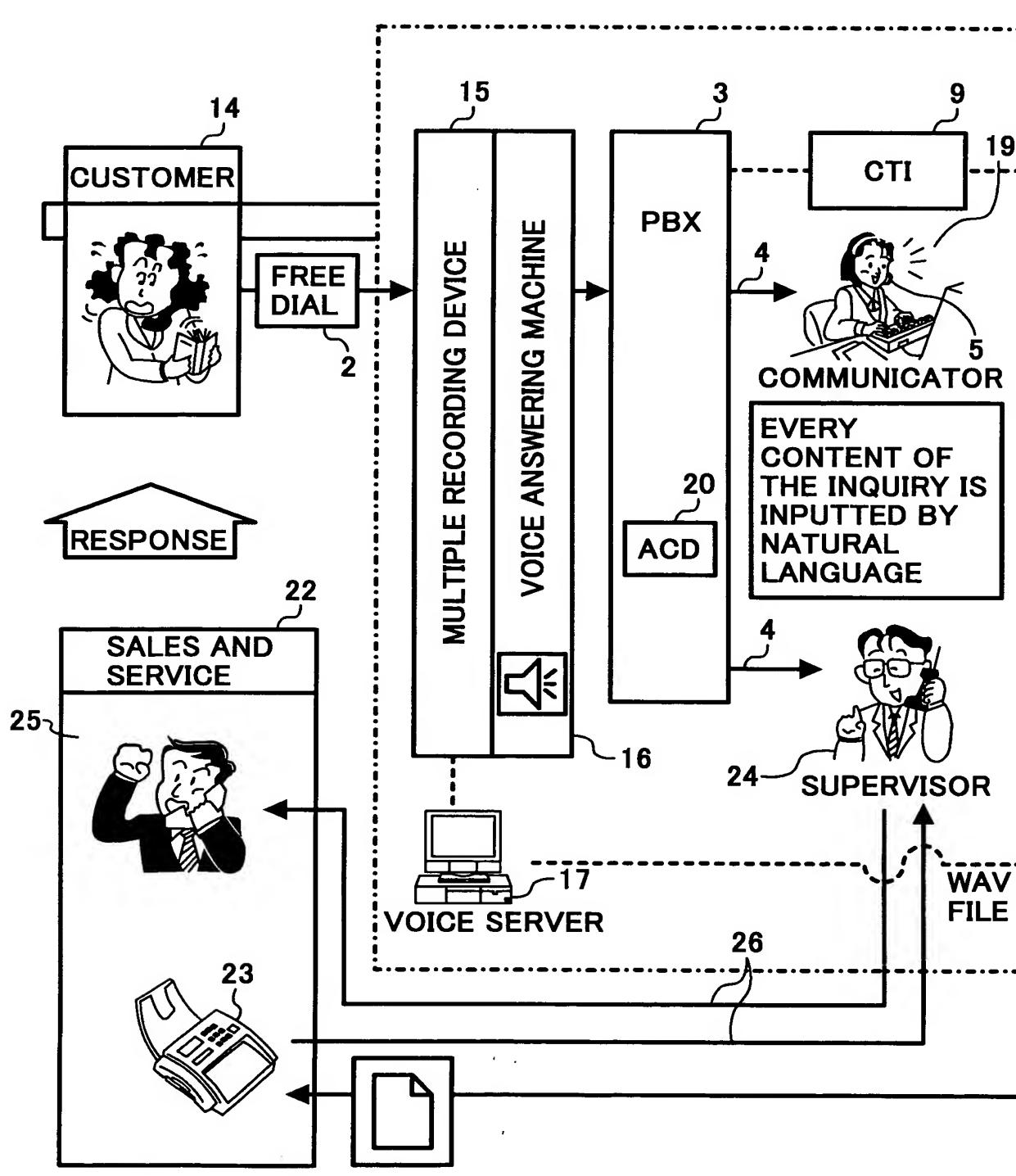


FIG. 1B

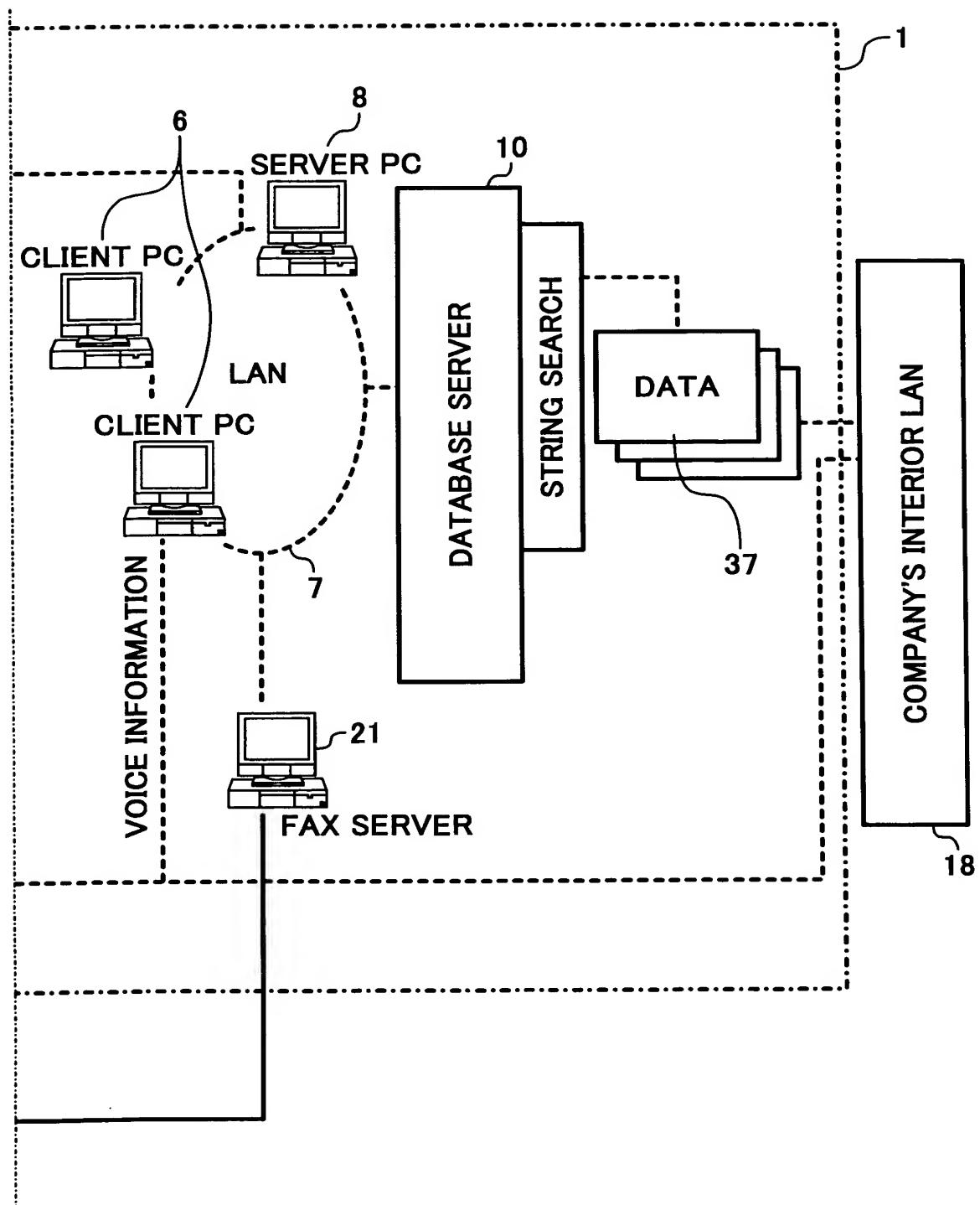


FIG. 2

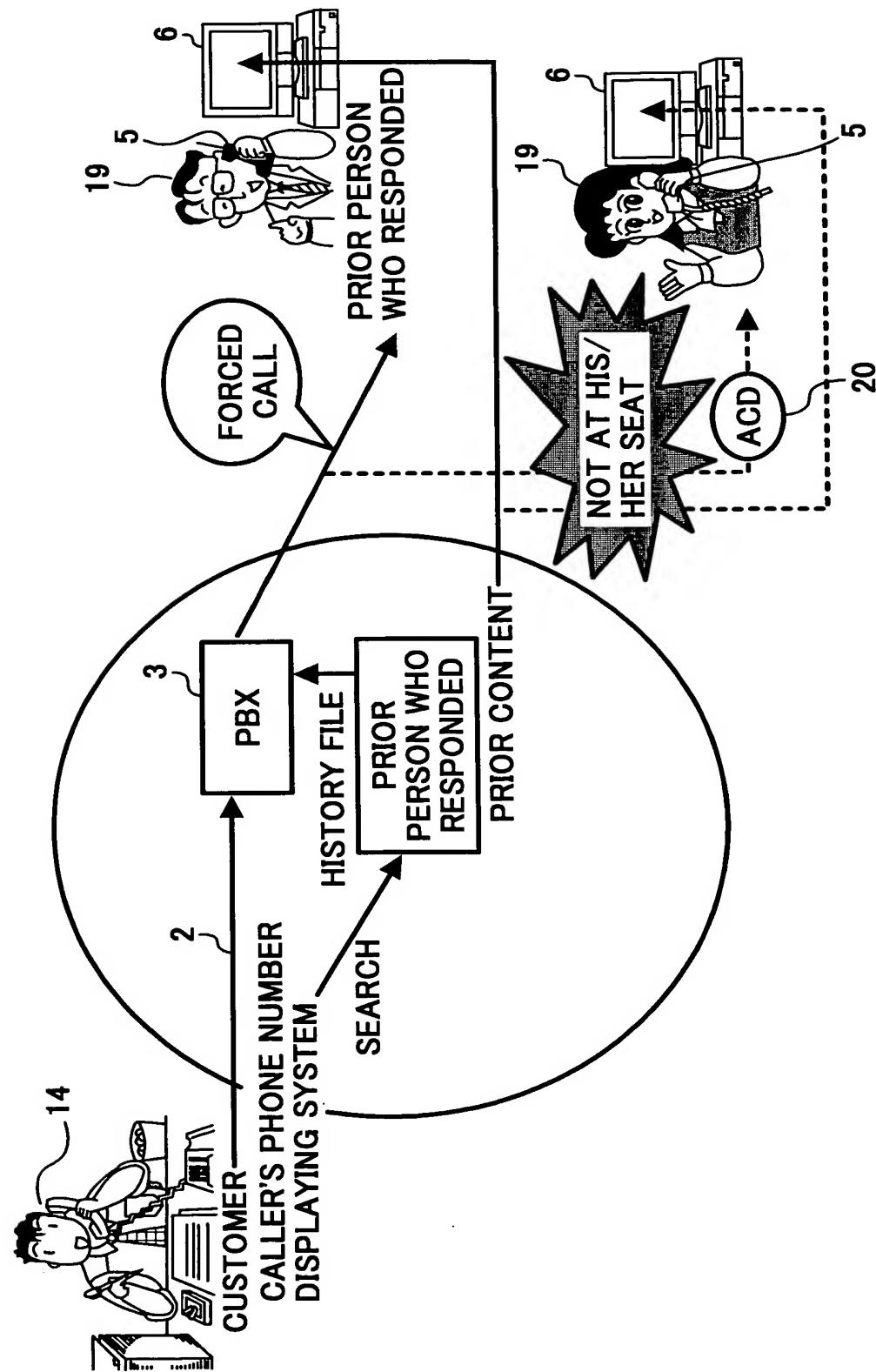


FIG. 3

GROUP ID	COMMUNICATOR ID	TELEPHONE TERMINAL IDENTIFICATION ID	BUSINESS SITUATION INFORMATION
CLERICAL EMPLOYEE 1	TSUTSUMI	123	ON THE PHONE
CLERICAL EMPLOYEE 2	HYO NOJIMA	234 345	NOT AT HIS/HER SEAT
.....			

FIG. 4

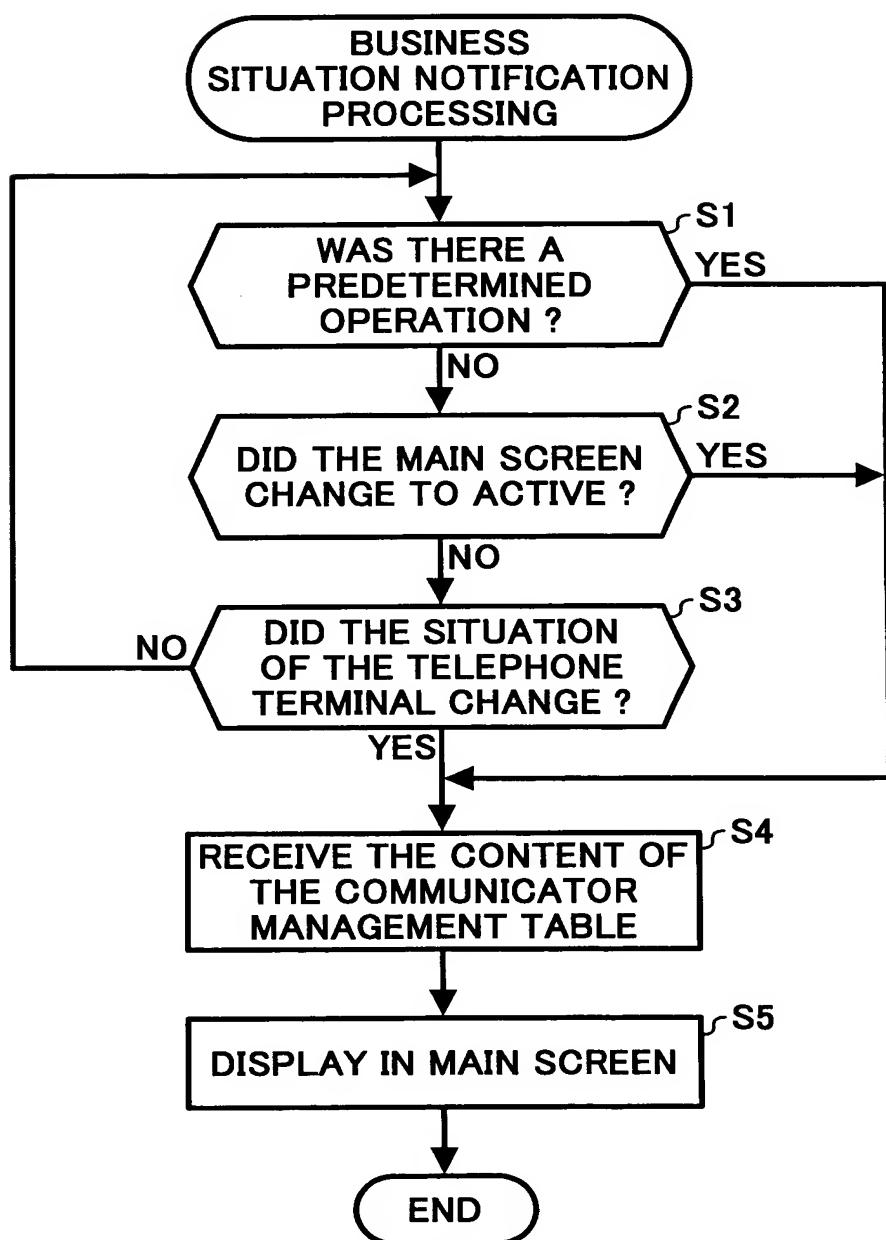


FIG. 5A

FIG. 5A
FIG. 5B

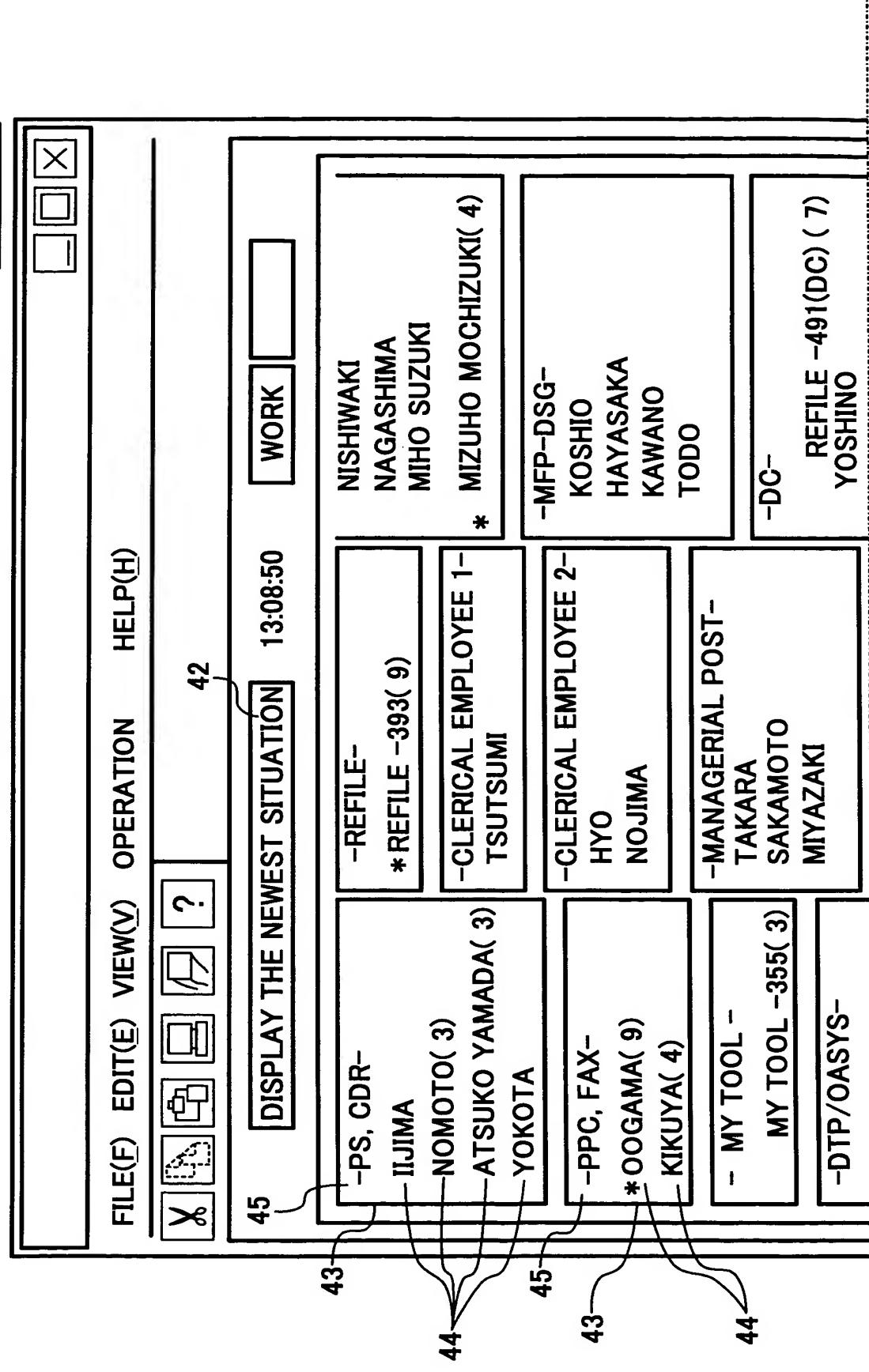


FIG. 5B

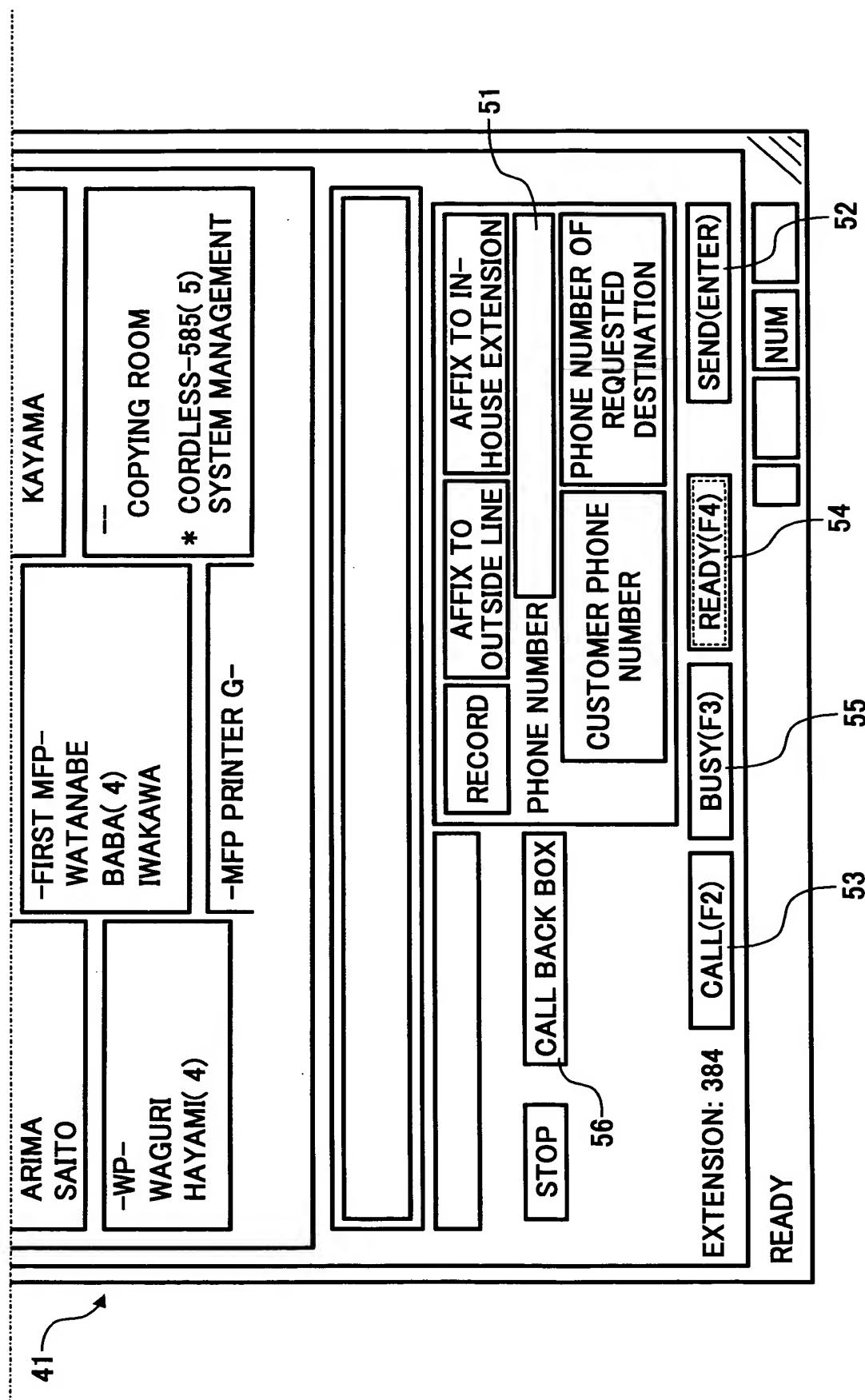


FIG. 6

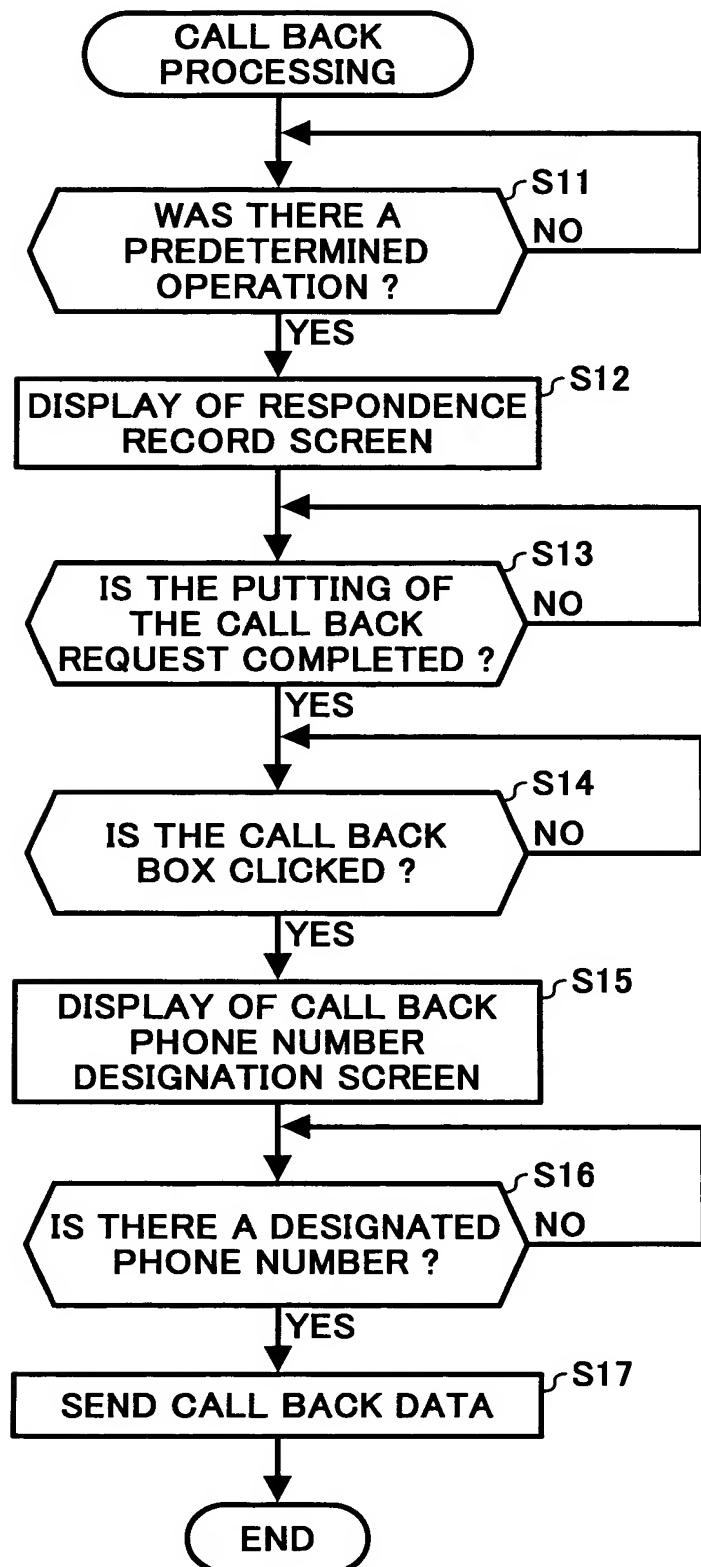


FIG. 7A

FIG. 7

FIG. 7A

FIG. 7B

MY COMPUTER

NETWORK COMPUTER

CALL PATH CLIENT

FILE(F) EDIT(E) VIEW(V)

RESPONDENCE RECORD SHEET

RESPONDENCE SHEET INPUT SYSTEM

RECIPIENT 998 NISHIHORI ▼ DATE
ROUTE ▼ - 388 AREA CODE

CUSTOMER COMPANY ?
NAME TEL
ADDRESS T - ?

MODEL ? 01 MAIN BODY
CLASSIFICATION

REQUEST INTRODUCTION DESTINATION
NAME TEL

PERSON WHO 998 NISHIHORI ▼ CALLER
CONTENT OF A REPORT ▼
DIVISION OF CONTENT 01 INQUIRY ▼
RESPONDENCE CONTENT 01 EXPLANATION ▼
RESPONDENCE RESULT ▼
CAUSE ▼ ▼ ▼
ESTIMATED CAUSE

PROCESSING TIME RECIPENT MIN.
DATE OF REPLY 2002/03/12

READY

START CALLPATH CLIENT

FIG. 7B

OPERATION HELP

INFORMATION REFERENCE

2002/03/12 TIME 13:15

DISTRICT CANCEL

ASSIGNATION/POST

FAX

▼ PRODUCT GROUP

FAX

51 (DIRECT)USER INQUIRY

PERSON WHO AFTER-
RESPONDED MIN. PROCESSING MIN. TOTAL MIN.

NUM

RESPONDENCE RECORD SHEET

13:16

FIG. 8A

FIG. 8

FIG. 8A
FIG. 8B

SYSTEM INFORMATION	
	MY COMPUTER
	NETWORK COMPUTER
REQUEST INTRODUCTION DESTINATION	RESPONDENCE RECORD SHEET
CONTENT OF A REPORT	RESPONDENCE SHEET
CONTENT OF RESPONDENCE	RECIPIENT 998 ROUTE <input type="text"/> CUSTOMER COMPANY <input type="text"/> NAME <input type="text"/> ADDRESS <input type="text"/> MODEL <input type="text"/> NAME <input type="text"/> PERSON WHO RESPONDED 99 DIVISION OF CONTENT 01 CAUSE <input type="text"/> ESTIMATED CAUSE <input type="text"/> PROCESSING TIME <input type="text"/> DATE OF REPLY <input type="text"/> READY
RESPONDENCE RESULT	
START	CALLPATH CLIENT
CALLPATH CLIENT	
FILE(F) EDIT(E) VIEW(V)	
	
DISPLAY THE NEWEST	
-PC, CDR- IIJIMA NOMOTO ATSUKO YAMADA(3) YOKOTA	
-PPC, FAX- OOGAMA(9) KIKUYA(4)	
- MY TOOL - MY TOOL -355(3)	
-DTP/OASIS- ARIMA SAITO	
-WP- WAGURI HAYAMI(4)	
STOP CALL BACK 56	
EXTENSION: 384 <input type="text"/> READY	

FIG. 8B

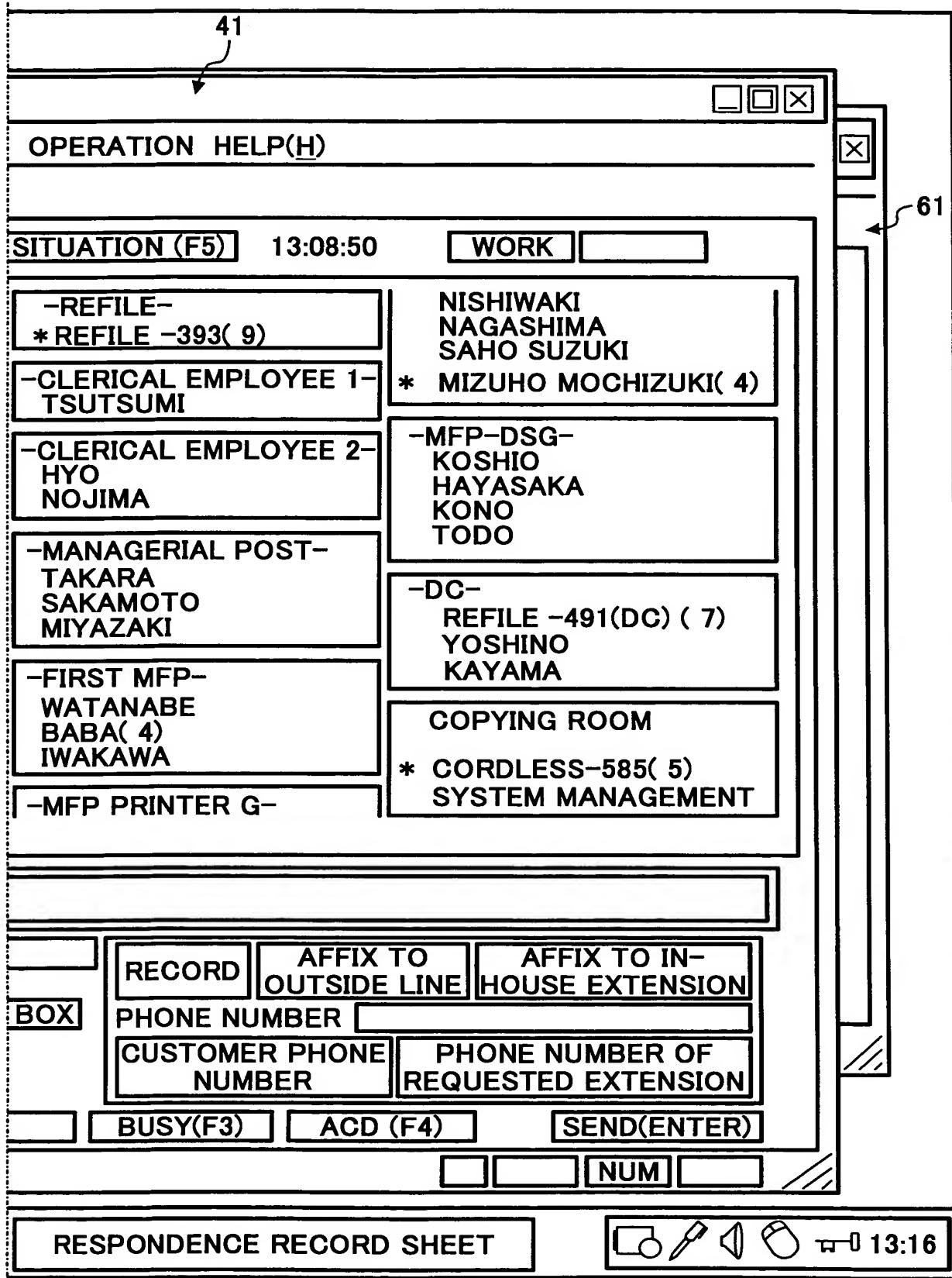


FIG. 9A

FIG. 9

FIG. 9A

FIG. 9B

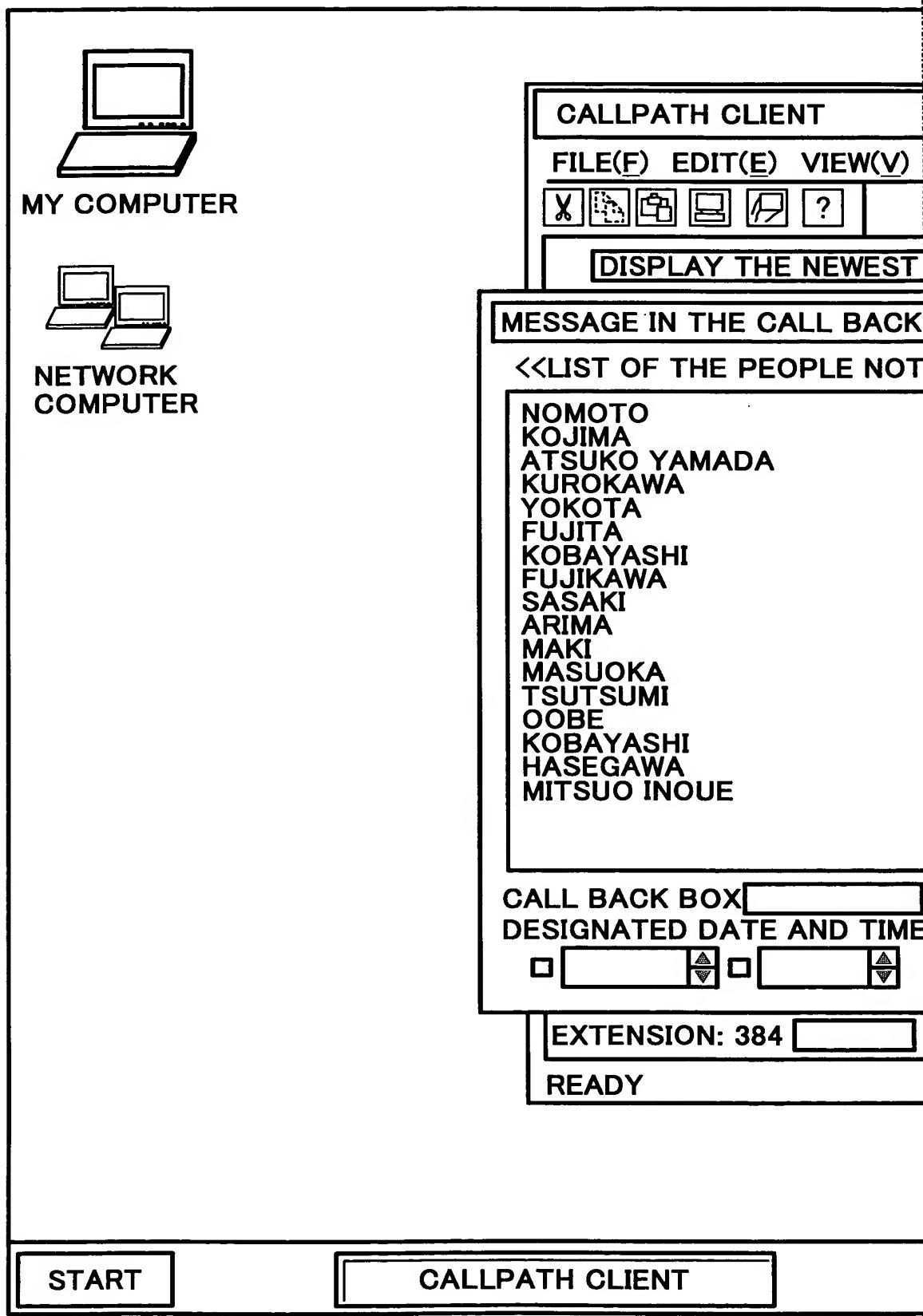


FIG. 9B

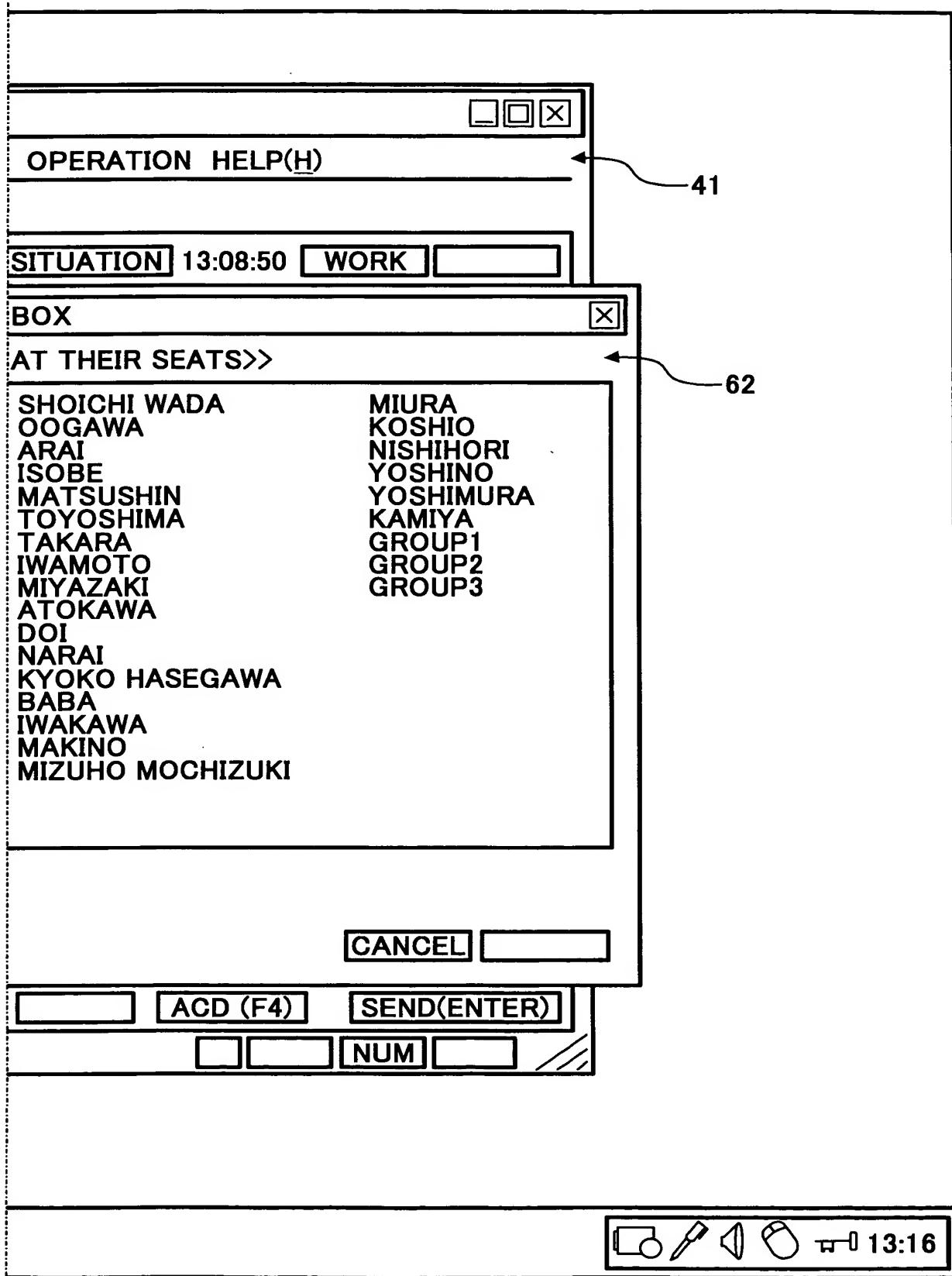


FIG. 10A

FIG. 10

FIG. 10A
FIG. 10B

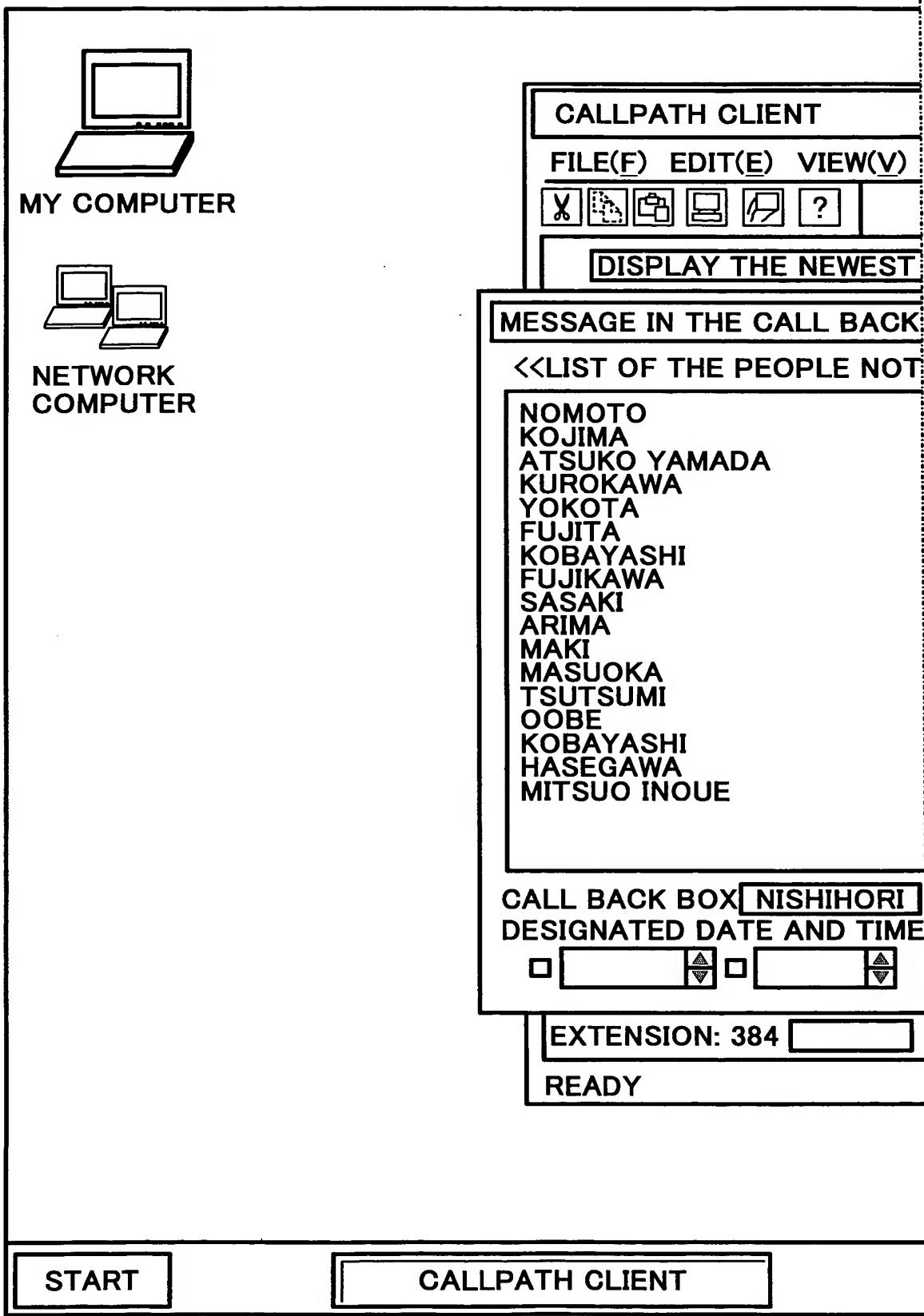


FIG. 10B

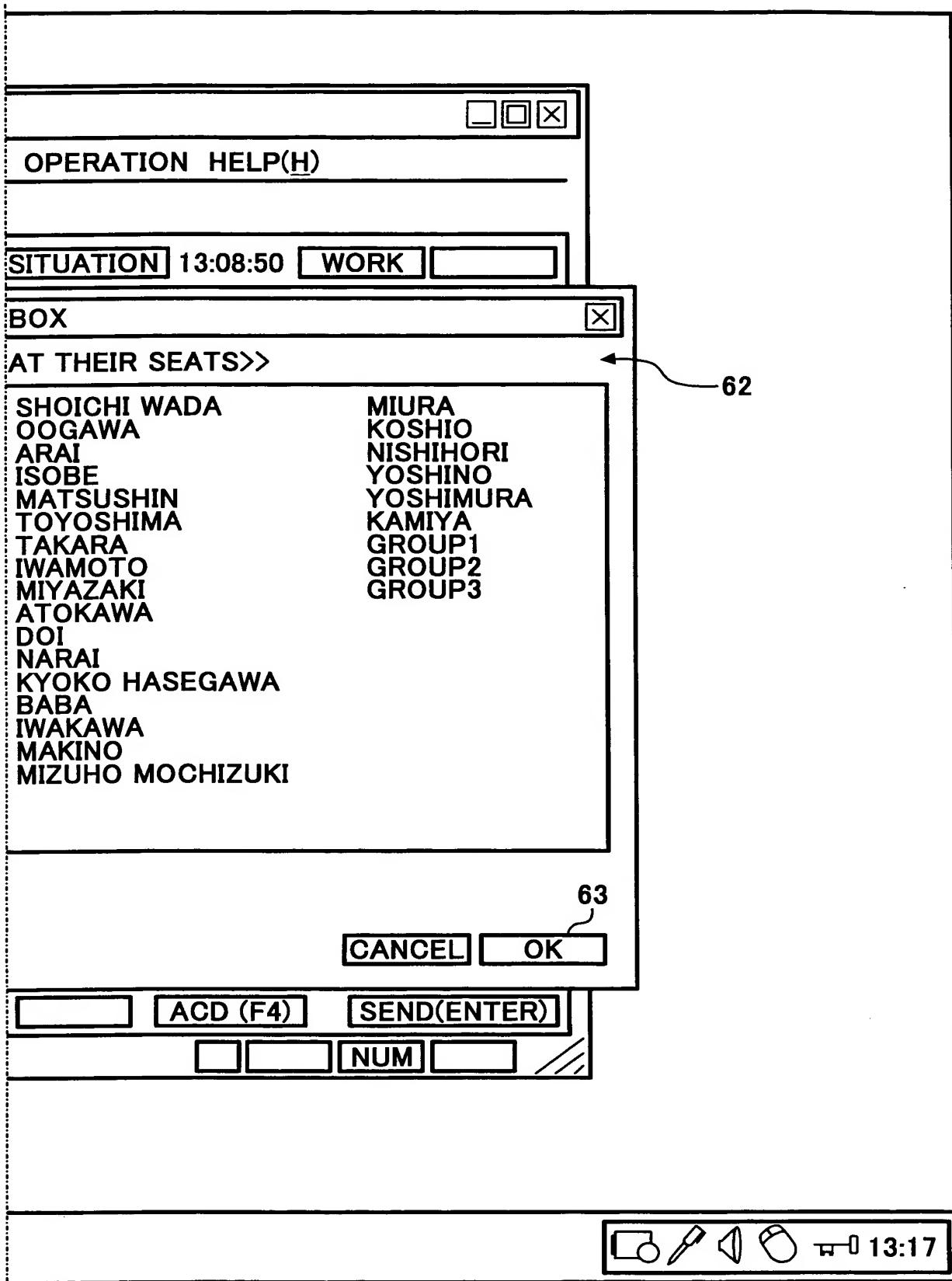


FIG. 11

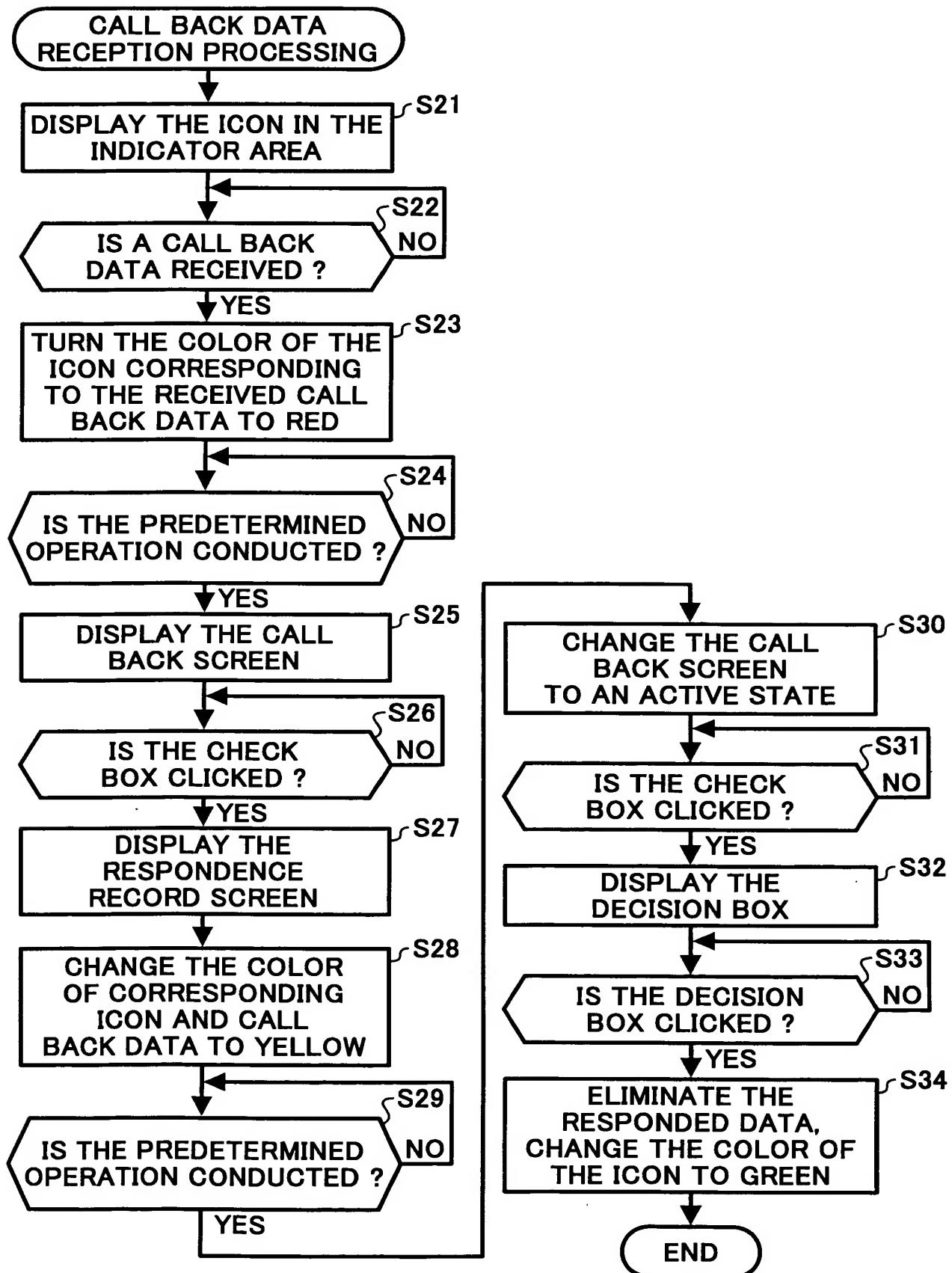


FIG. 12

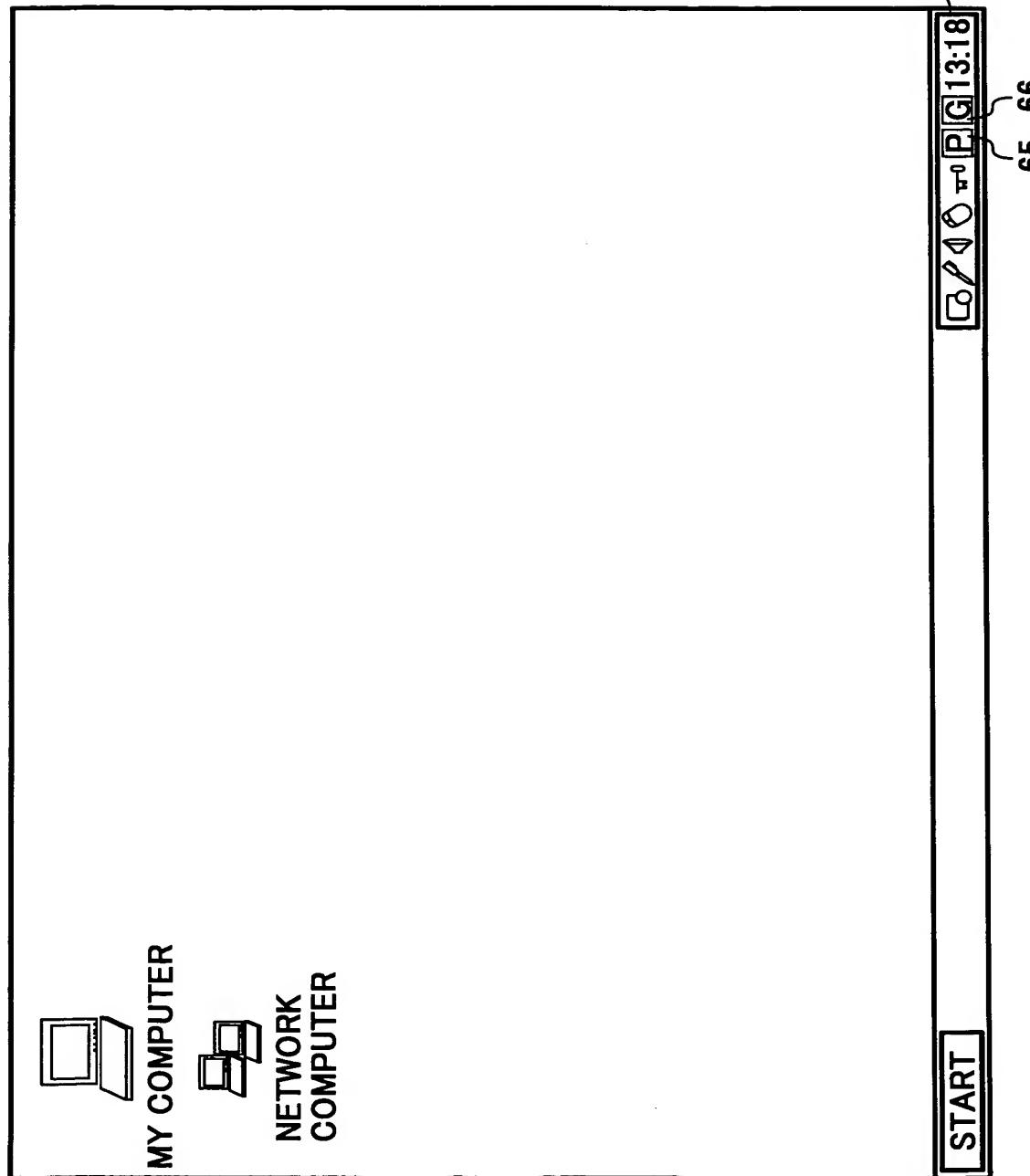


FIG. 13A

FIG. 13

FIG. 13A
FIG. 13B

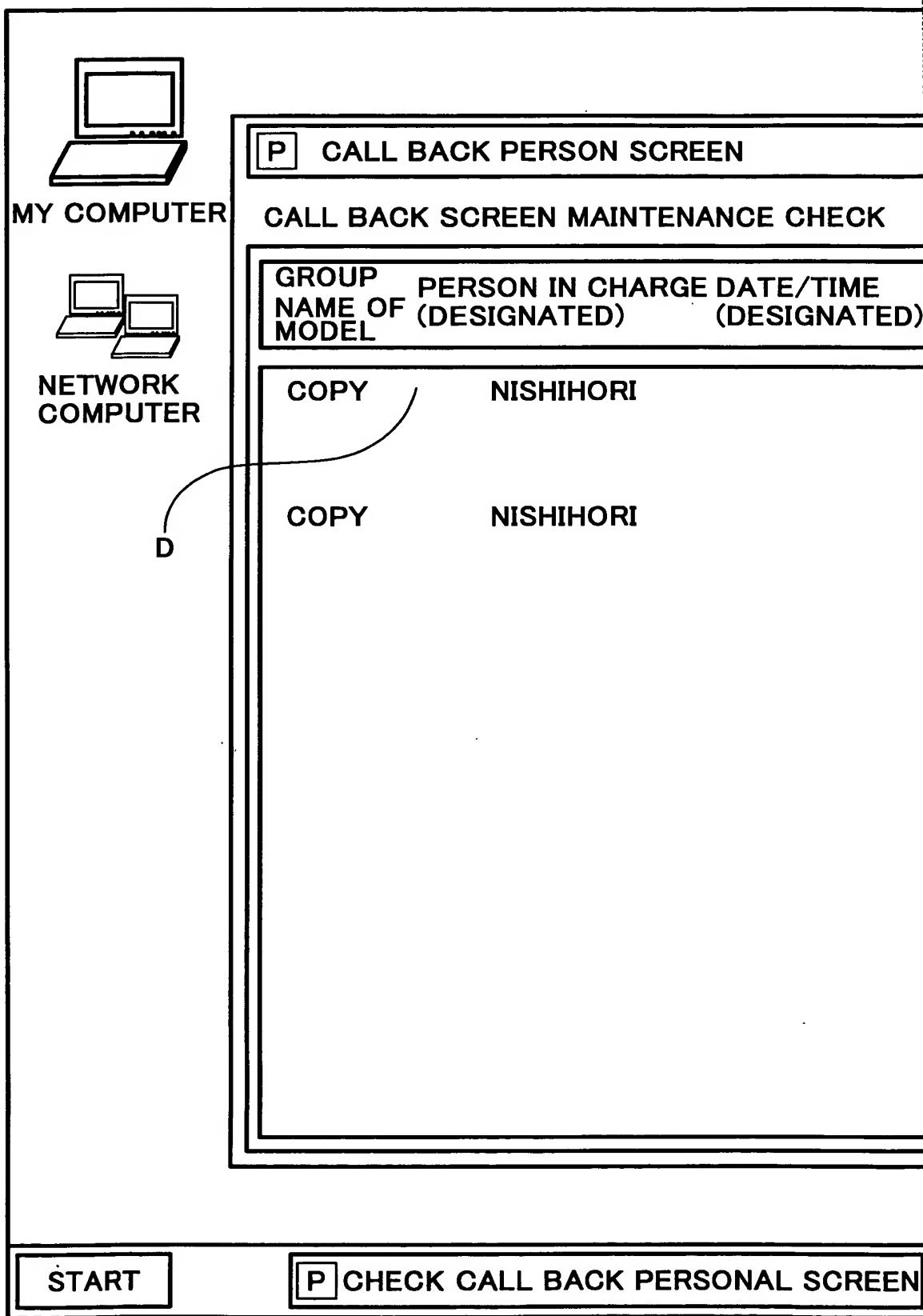


FIG. 13B

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME PROCESSING SITUATION
INQUIRY			ARIGA	03/12 13:15 NOT YET <input type="checkbox"/>
TROUBLE			NOMOTO	NOT YET <input type="checkbox"/>

67

66 64



FIG. 14A

FIG. 14

FIG. 14A
FIG. 14B

MY COMPUTER

NETWORK COMPUTER

P CALL BACK PERSON SCREEN

RESPONDENCE RECORD SHEET

FILE(F) EDIT(E) VIEW(V) LIST SEARCH

RESPONDENCE SHEET INPUT SYSTEM

RECIPIENT 998 NISHIHORI ▼ DATE

ROUTE ▼ - 388 AREA CODE

CUSTOMER COMPANY ?

NAME TEL

ADDRESS T - ?

MODEL ? 01 MAIN BODY
CLASSIFICATION

REQUEST INTRODUCTION DESTINATION

NAME TEL

PERSON WHO RESPONDED 998 NISHIHORI ▼ CALLER

CONTENT OF A REPORT ▼

DIVISION OF 01 INQUIRY ▼

CONTENT

RESPONDENCE 01 EXPLANATION ▼

CONTENT

RESPONDENCE RESULT ▼

CAUSE ▼

ESTIMATED CAUSE

PROCESSING TIME

RECIPIENT MIN.

DATE OF REPLY 2002/03/12

READY

65

PERSON WHO RESPONDED

START

P CALL BACK PERSONAL SCREEN

FIG. 14B

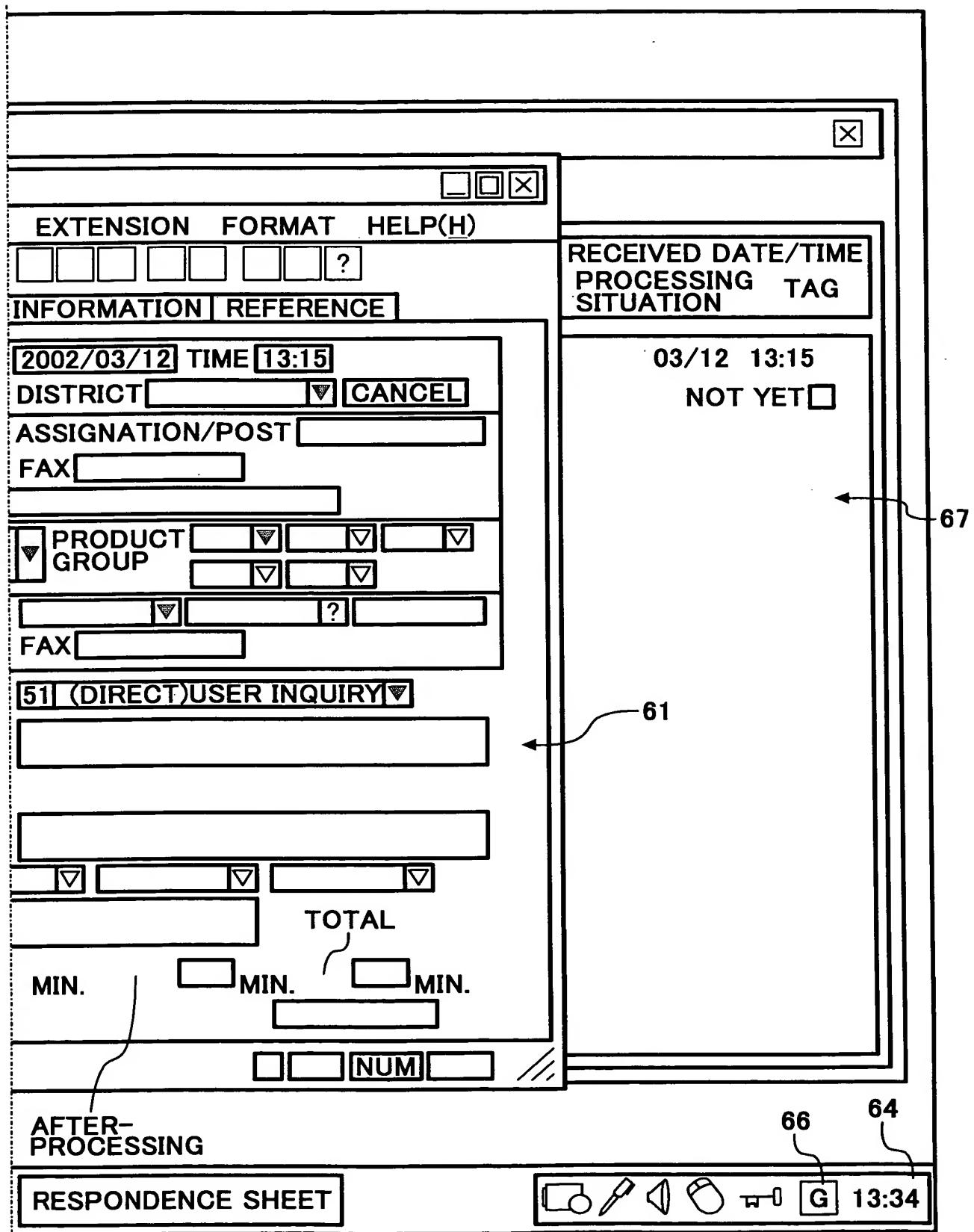


FIG. 15A

FIG. 15

FIG. 15A
FIG. 15B

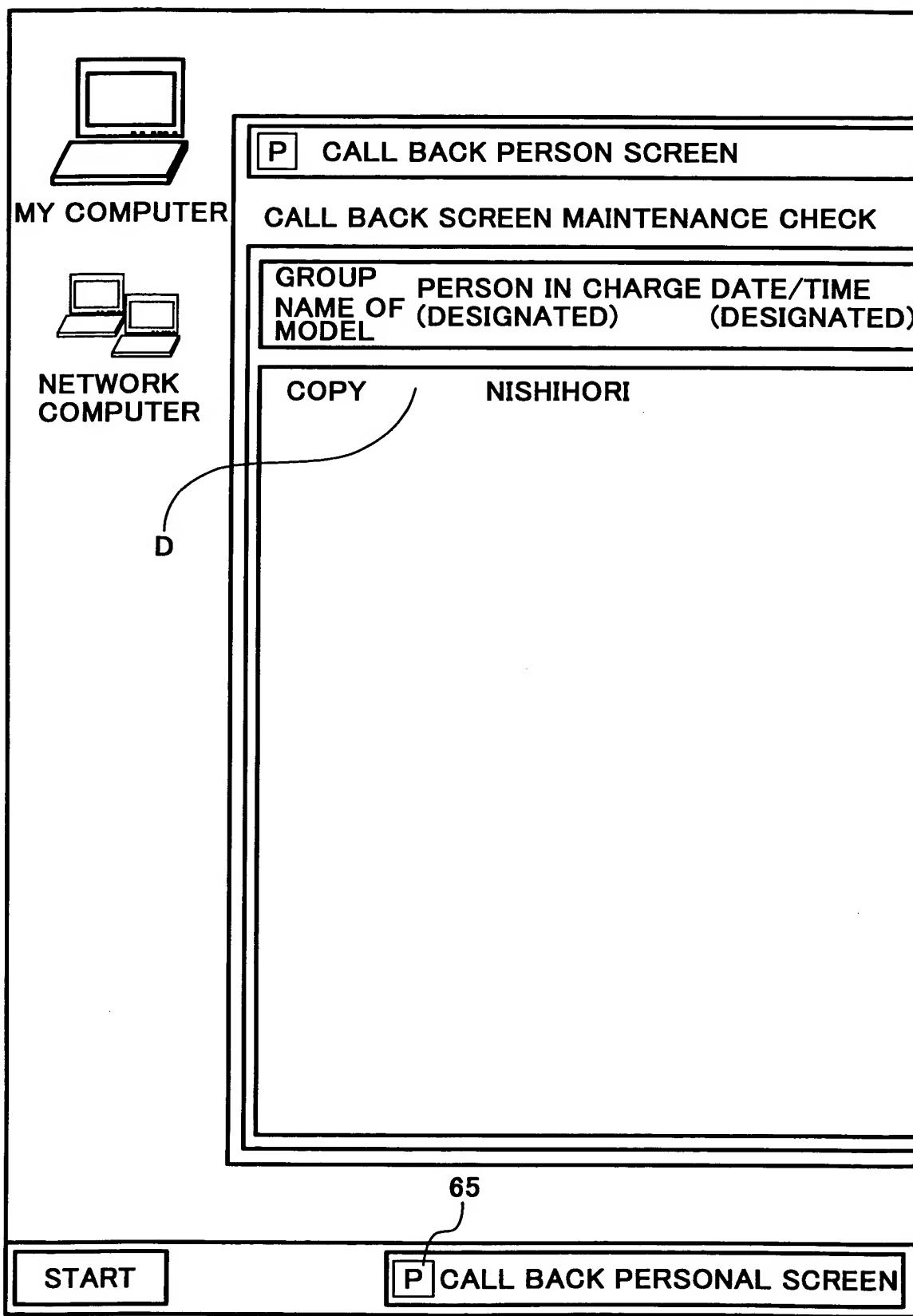


FIG. 15B

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME	PROCESSING	TAG SITUATION
INQUIRY			ARIGA	03/12 13:15	IN THE COURSE OF PROCESSING	<input type="checkbox"/>

CALL BACK SYSTEM

DID THE PROCESSING END SUCCESSFULLY?

YES (Y) NO (N)

67

68

68a

68b

66

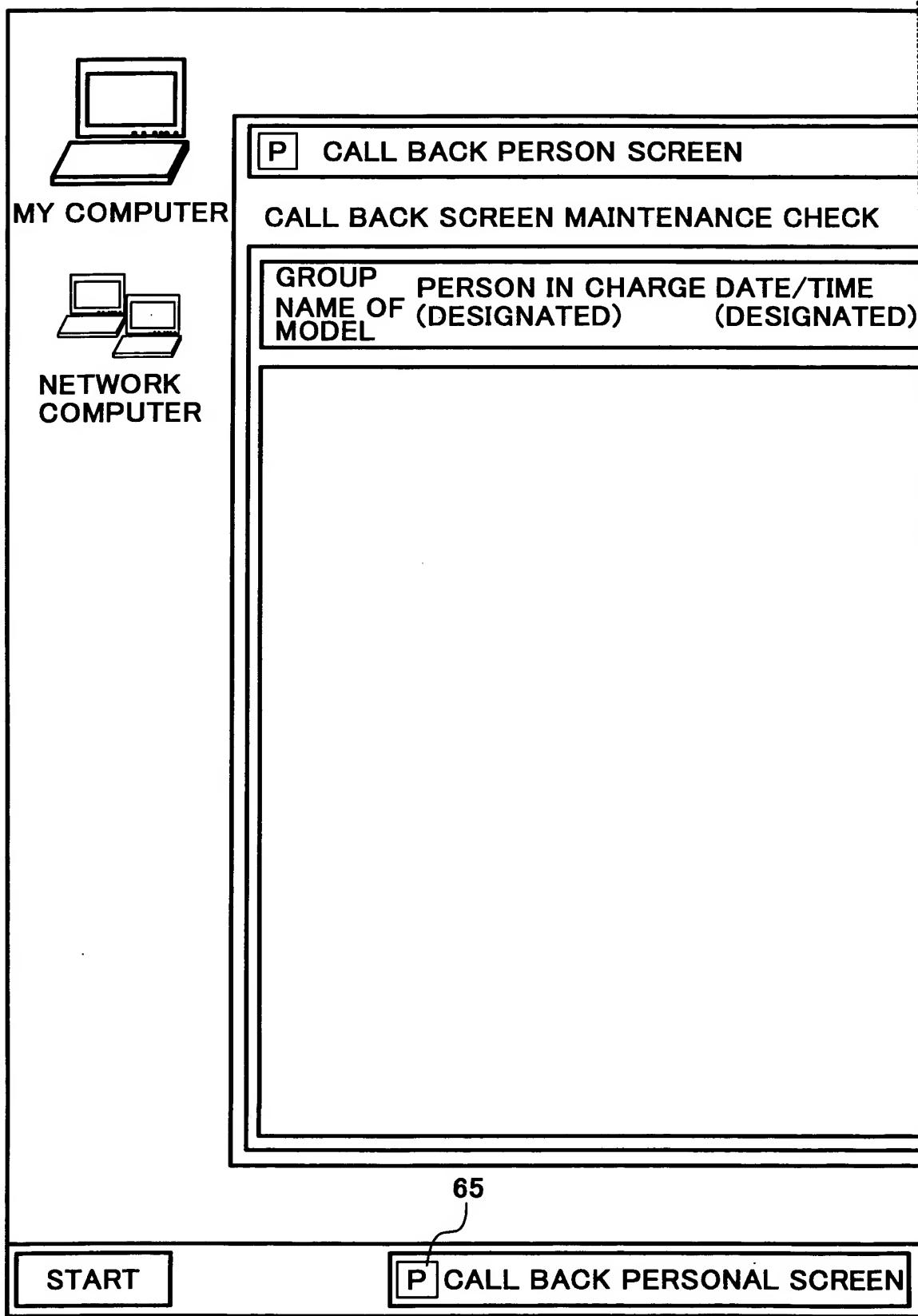
64

G 13:35

FIG. 16A

FIG. 16

FIG. 16A
FIG. 16B



App No.: 10/613,216
Inventor: Shunichi TOYOSHIMA al.
Docket No.: 116692003900
Title: CUSTOMER RESPONDING SYSTEM,...

FIG. 16B

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME PROCESSING SITUATION	TAG

66 64

